

2013 Budget Hearing Statement
Rosemary Krimbel, Commissioner
Department of Business Affairs and Consumer Protection

Good Morning, Chairman Austin and members of the City Council. I'd like to introduce myself and my team. Seated behind me is my first deputy, Jeffrey Lewelling, and to my right is Gregory Steadman, the Local Liquor Control Commissioner. I'd like my senior staff to introduce themselves by name and title.

It has been another exciting year, and the Department of Business Affairs and Consumer Protection has continued to achieve the goals and challenges presented to it.

This year, with Mayor Rahm Emanuel's support and in partnership with the Innovation Delivery Team, BACP has simplified business licensing and moved forward to make City Hall a partner for small businesses, rather than a roadblock. The license consolidation reform ordinance passed by the City Council in May reduced the number of business licenses from 117 to 49 – a 60% reduction. In addition to our prior work to eliminate redundant licensing inspections, this year we eliminated redundant and unnecessary licenses that were a burden to business owners and consolidated similar license types. This year we have also implemented a restaurant start up program to streamline the inspections and licensing for new and expanding restaurants.

As the Mayor announced in his budget address, in 2013 we look forward to implementing the *Small Business Center* and welcoming a Chief Small Business Officer to continue small business growth in Chicago. The Small Business Center will be a one-stop shop for small businesses. It will not only help new businesses apply for licenses and permits, but will also link business owners to other services like financing, business counseling, tax assistance, and legal counsel. The Small Business Center will also provide end-to-end case management services, helping business owners keep track of their applications and cutting down on visits to different floors of City Hall. It will be the place small businesses can go to ask any questions regarding city interactions. The Chief Small Business Officer will serve as a City Hall advocate for small businesses and help my team stand up the Small Business Center.

This year, our consumer protection efforts have been bolstered with the passage of several ordinances designed to protect consumers from bad business practices. The tax preparer ordinance gave the City the authority to crack down on unscrupulous tax preparers that take advantage of their customers by offering refund loan products and high-priced services. The updated public nuisance ordinance gives the community fair opportunity to bring a problem business to the table for the community meeting process. We have had success facilitating productive conversations between community members and business owners and work collaboratively to address resident concerns.

To address problem businesses, this May, BACP, with the collaboration of the Department of Fire, Police, Streets and Sanitation, Health, and Buildings, launched its monthly *Flagged Business* list. By triaging data from these City departments, BACP proactively identified businesses that have multiple adjudicated findings of liability and a history of consumer

complaints. Businesses on the flagged business list are subject to increased inspections until the City sees improvement. If no improvement is seen, the business risks license disciplinary action. BACP also collaborates as part of a multi-agency task force which focuses on problem businesses considered to be crime hot-spots. Through this effort Police and inspecting agencies go to these problem business and issue enforcement and shut down orders, which can lead to revoking licenses of bad operators.

Also, the City-County Tobacco Collaboration has enabled our enforcement to double their efforts in preventing the sale of unstamped cigarettes across the City. This new partnership also allows the City and the County to effectively fine violators for both the City and County offenses, providing not only an enforcement boost, but also an increase in fines.

In January, Mayor Emanuel and the City Council passed the taxi reform ordinance. The ordinance took effect July 1st, and the desired results of the reforms can already be seen. Incentives designed to improve the fleet have proven extremely successful. *We have nearly doubled the number of Wheelchair Accessible Vehicles in service and 44% of the fleet is now a hybrid or alternative fuel vehicle.*

The new ordinance also allows BACP to ensure the rights of drivers who lease from taxicab owners by protecting drivers from overcharges and poor treatment. BACP has taken steps to ensure fair treatment for drivers by creating and promulgating a "Drivers' Bill of Rights" and a "Uniform Lease Agreement" for use by the taxi industry.

To improve the safety of pedestrians, drivers and passengers, driver training has been moved to Olive Harvey College, the City College that specializes in transportation and logistics and now focuses on safe driving and customer service rather than just geography. In conjunction with CDOT, we launched the 311 bumper sticker campaign, encouraging all of Chicago to report complaints and compliments for cabs on the road. We also received monthly and bi-weekly data from the Illinois Secretary of State, as well as the City's Finance and Police Departments on driving violations and red light tickets. As a result, we have continued to weed out the bad drivers.

The monthly meetings of the cable commission have successfully been replaced by more efficient quarterly in-house meetings among the public and the cable providers. BACP continues to monitor cable franchisees' contract commitments to MBE/WBE best efforts and other contractual obligations set forth in the cable franchisee contracts. The RCN cable franchise agreement was renewed for a 10-year term, and a new favorable relationship has been established with CAN TV. This ensure public cable television continues to be available to our residents and lays the foundation to make the City's municipal station MU-TV self-funding under PEG grant money going forward. The cable team produces pieces that focus on City initiatives and community features that highlight the City of Chicago. MU-TV delivers in easily accessible mediums on television, you-tube, City webpages and Facebook.

Conclusion

In closing, I'd like to thank the Mayor for his trust and confidence in me, my team, and the

Department. I would personally like to thank my senior staff here today. Without them, this department could not do all that it does – nor could it do it as well as it does. I speak for the entire department, when I say that we look forward to working with the City Council to foster and promote continued small business growth, simplified regulatory enforcement, and open access to data, resources, and education for both businesses and consumers.

Thank you for your time.

MBE/WBE Data

Period: January to September, 2012

Total Purchases: \$ 663,251

	MBE	WBE	Total MBE/WBE Purchases
Asian	\$78,750 (11.9%)		
African-American	\$198,934 (30.0%)		
Hispanic	\$1,875 (0.3%)		
Total Spending	\$279,559 (42.1%)	\$109,425 (16.5%)	\$388,984 (58.6%)

Staffing Data

Department Ethnicity and Gender				
	Male	Female	Total	%
Asian	5	4	9	5
Black	31	39	70	40
Hispanic	21	15	36	21
White	39	21	60	34
Total	96	79	175	
	55%	45%		100%

New Hires Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	1	1	17
Black	0	2	2	33
Hispanic	0	0	0	0
White	2	1	3	50
Total	2	4	6	
	33%	67%		100%

Department Managers Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	2	2	5
Black	6	4	10	25
Hispanic	7	1	8	20
White	14	6	20	50
Total	27	13	40	
	67%	33%		100%

Interns

School	Gender	Race
Northwestern University	Female	Caucasian
Whitman College	Male	Caucasian
School of Leadership	Female	African-American
IIT Academy of Future Interns-CPS	Female	African-American
IIT Academy of Future Interns-CPS	Male	African-American
Curie High School	Male	African-American
Richards High School	Male	Hispanic
Richards High School	Male	Hispanic
Schurz High School	Male	Hispanic
Richards High School	Female	Hispanic

Department Of Business Affairs & Consumer Protection

